

If you have concerns or suggestions, please tell us; we value your feedback and use it to develop and improve our services.

If you think a child is at risk, contact the children's social care team at their local council or call your local police on 101. If a child is in immediate danger, call 999.

Reporting Concerns to Alleyn's Holiday Camp

- i. If you have a concern regarding Alleyn's Holiday Camp, this should initially be raised with the Camp Manager. The manager can be contacted on 07823 539 257 or in person during drop off and pick up hours.
- ii. If you are unable to resolve the issue, the ASEL Office will be advised and will attempt to resolve the issue to your satisfaction.
- iii. If you are unsatisfied with the response provided and wish to make an official complaint, please send an email detailing the issue to holidaycamps@alleyns.org.uk.
- iv. Your complaint will be investigated by our Commercial Courses Co-ordinator. Our Chief Financial Officer (CFO) and Co-Commercial Director will be informed of the complaint and actions taken to resolve.
- v. If, following the above, you are still unsatisfied then please contact the CFO's office via cfo@alleyns.org.uk. Our CFO and Co-Commercial Director will investigate and provide a response as appropriate.
- vi. Where requested, responses to complaints will be provided in writing, outlining the outcome of the investigation and any actions taken. A written response will be issued as soon as reasonably possible and no later than 28 days from the date the complaint was made.
- vii. A record of all complaints and outcomes is retained for at least three years and is available to Ofsted on request.

Reporting Concerns to Ofsted

- i. The first step is always to raise any issues with the school, service, or provider by completing their full complaints procedure. Most issues can be resolved in this way.
- ii. If you are unsatisfied by the response by the school, service, or provider, you can then complain to Ofsted.
- iii. Complaints to Ofsted can be made by contacting enquiries@ofsted.gov.uk or 0300 123 4666.
- iv. Ofsted may not be able to accept your complaint if you have not done this already.
- v. Ofsted will review your complaint and see if they need to:
 - a. carry out an immediate inspection.
 - b. work with other agencies to look into the issues you've raised.
- vi. They may also ask the childcare provider to investigate and, if necessary, to make changes.
- vii. Ofsted will publish the results of an inspection on their website. They will not reply to you directly.

Safeguarding Concerns

For all safeguarding concerns relating to Alleyn's Holiday Camp, please contact:

- **Email:** safeguarding@alleyns.org.uk
- **Mel Joel** – Assistant Head (Safeguarding) and Designated Safeguarding Lead (DSL) – Whole School [Tel: 020 8557 1502]
- **Oliver Watkins** – Co-Commercial Director and Deputy Designated Safeguarding Lead (DDSL) – External Activities including Alleyn's Holiday Camp [Tel: 020 8557 1557]